

**Burrell Behavioral Health**  
Columbia IMPART Team  
Columbia TAY Team  
Columbia TAY-BH/DD Team  
Sedalia TAY Team  
Springfield Adult Team  
Springfield TAY Team  
Springfield IMPART Team

**BJC**  
St. Louis TAY Team

**Compass Health**  
Nevada Adult Team  
Belton TAY Team  
St. Charles TAY Team  
Jefferson City TAY Team  
Clinton W&C Team  
Union W&C Team

**Family Guidance Center**  
St. Joseph Adult Team

**Ozark Center**  
Joplin Recovery Up Adult Team  
Joplin TAY Team

**Places for People**  
St. Louis Adult teams:  
ACT 1 Team  
Home Team  
IMPACT Team  
FACT Team

**Preferred Family Healthcare**  
Hannibal TAY-ITCD Team

**St. Patrick Center**  
St. Louis Adult Team

**Hopewell**  
St. Louis TAY Team

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# Assertive Community Treatment

MO ACT NEWSLETTER

WINTER 2020-2021

## Hello from DMH by Lori Norval

This year has been a wild ride in many ways. One thing that is a constant is change. Change can be scary, dreaded, bothersome or it can be exciting, opportunistic or motivating. Many of us plan for change in the form of new year resolutions or goal setting. Some of us make a plan for making no changes at all!

Our persons served face many changes in their walk through life. They face uncertainty in various ways. We might not be able to imagine facing some of the things they do. It is humbling to think about how blessed we may be with homes, jobs, families, money, material things, comfort and maybe even peace in our

lives. Are these things that we take for granted at times?

I challenge myself many days to embrace change. We can think about seasons in our lives that come about because of change. What might life be like on earth if it was always winter, or always summer? Most people say they love spring or fall. We look forward to the changes of the seasons because they can inspire or refresh us. Could we do the same when the winds of change blow through our lives as well?

Whatever your tendency is when it comes to handling change, remember this—it is an important part of life and becomes what you make of it.

**Reminder!** ACT Team Leaders/Managers Annual Meeting: Friday, January 22, 1-4pm

Web hosted at Zoom Meeting

<https://burrellcenter.zoom.us/j/95440052607?pwd=VDNSZS9Ecml1UWFqV25hTFRPUINSdz09>

Meeting ID: 954 4005 2607

Passcode: 698304



To find past issues of the ACT Newsletter, go to the DMH—ACT page at:

<https://dmh.mo.gov/mental-illness/provider/act>

Scroll down to “newsletters” and find your archived online copy!

NAMI Support Group listings can be found at:

<https://namimissouri.org/support-groups/>

To request training from our YouTube library,

[CLICK HERE](#)

## NEW FACES IN ACT!

### **BJC TAY Team:**

Linda Bridges – RN  
Cheryl Bowman – Peer Specialist

### **Burrell Columbia TAY Team:**

Carmelita Wright – SEE Specialist  
Taylor Ritson – CSS  
Ashley Haymart – Peer Specialist

### **Burrell IMPART Team:**

Stephanie Patton – Prescriber

### **Burrell TAY Sedalia Team:**

Amanda Underwood – RN

### **Compass Health Metro Team:**

KC Boone-Eaton – SEE Specialist  
Karly Lawson – Peer Specialist  
Shayleigh Belisle – RN

### **Compass Health Clinton W&C Team:**

Charity Woodard – Program Assistant  
Elyssa Harris – SEE Specialist

### **Compass Health Union W&C Team:**

Heather Elliott – Team Leader  
Dr. Pappa – Prescriber  
Tammy Messex – I H S  
Carolyn Lay – RN  
Russell Klouzek – SEE Specialist

### **Hopewell TAY Team:**

Jamanda Gordon – Therapist  
Paula Williams-Gordon – Peer Specialist

### **Ozark Center Recovery Up Team:**

Adam Forest – CSS  
Andrew Bedford – Therapist  
Faith Gooch – SEE Specialist  
Kristin Tanner – COD Specialist  
Jerri Daniels – RN

### **Places for People ACT 1 Team:**

Brittany Doty – Therapist

### **St. Patrick Center Team:**

Anthony Pickens – therapist

## ACT Tips & Tools of the Trade

### **Preconceptions**

Previous training and/or work experience in traditional mental health service often cause staff to have preconceived notions that they are “in charge” and “know best”. When assessing or even when providing interventions, do we miss that it is our job to spend time with a person, getting to know them and putting together their story in order to help them? How often might we be disrespecting our clients by suggesting to them what is “obviously” needing addressed or even telling them what their problems are? Do we fail to ask further questions or assume things by appearances?

If we are guilty of these pitfalls, we must ask ourselves not only if we are in the proper profession but

are we truly effective helpers? Assess yourself to ensure you spend more time listening than talking to your client. Determine if your motivational interviewing skills are adept. Even ask yourself, would I want me to be my case-worker/therapist/nurse/doctor, etc.?

Our persons served can benefit best from a team of warm, compassionate, slow-to-speak but quick-to-listen helpers. Those that exude the attitude of having time for their clients.

*(Partly adapted from “A Manual for ACT Start Up: Based on the PACT Model of Community Treatment for Persons with Severe and Persistent Mental Illness)*



For resource information on Supported Employment and Education services for Transitional Age Youth, visit the DMH website:

<https://dmh.mo.gov/mental-illness/provider/act>

And click on ACT & Transition Aged Youth

Find out more about the TMACT here: <http://www.institutebestpractice.s.org/tmact-fidelity/more-about-the-tmact/>

At the *Institute for Best Practices*

## TEAM MEMBER SPOTLIGHT

**Name:** Heather Elliott

**Team/Location:** ACT Specialty Team, Union, Mo

**Position/Role:** Team Leader

**Favorite thing about working on ACT team:** I feel like there is so much to learn! However, at this point, having the direct support of DMH and being able to serve a high-risk population in a way that will change their lives and the lives of their children.

**Favorite Food:** Pizza

**Something to share with other ACT teams:** I look forward to learning from each team and building a great program in Union :)

## TMACT Corner

Did you know that the specialists on the ACT team (COD, SEE and Peer) share the same functions in their role *within* the ACT team? Not only do they provide interventions according to their respective evidence based practices and specialized training, they also provide these functions as a team member:

- 1) Modeling (*specialty*) skills and consultation (*with team members*)
- 2) Cross-training to all the other staff
- 3) Attending all daily team meetings
- 4) Attending treatment planning meetings (*with the client and team present*)

The specialists are to influence their fellow team members' practices so that the persons served receive optimal integrated treatment. Thus, the team itself is able to cover all the areas of need whether it be wellness, recovery, employment, education, or co-occurring, stage based treatment. A well-equipped, cross-trained team of practitioners can provide effective treatment to individuals even when there are staff vacancies or staff on extended leave. This is why a team can have a key specialist vacancy, yet score high in the evidence based practices within ACT services!

You can receive ACT specific technical assistance from DMH staff. They are happy to assist!

[Lori.Norval@dmh.mo.gov](mailto:Lori.Norval@dmh.mo.gov)

[Kelly.Orr@dmh.mo.gov](mailto:Kelly.Orr@dmh.mo.gov)

[Chrystal.Cole@dmh.mo.gov](mailto:Chrystal.Cole@dmh.mo.gov)

[Carolyn.Sullivan@dmh.mo.gov](mailto:Carolyn.Sullivan@dmh.mo.gov)

[Bobbi.Summers@dmh.mo.gov](mailto:Bobbi.Summers@dmh.mo.gov)

[Heather.Senevey@dmh.mo.gov](mailto:Heather.Senevey@dmh.mo.gov)

[Karen.Will@dmh.mo.gov](mailto:Karen.Will@dmh.mo.gov)



**DMH Contact Information:**

Lori Norval, MS, LPC  
Evidence Based Services & Review  
Coordinator  
Phone: (417)448-9982  
[Lori.Norval@dmh.mo.gov](mailto:Lori.Norval@dmh.mo.gov)

Kelly Orr  
CMHC/DD Specialist  
5400 Arsenal Street  
St. Louis, MO 63139  
Phone: (314) 877-5972  
[Kelly.Orr@dmh.mo.gov](mailto:Kelly.Orr@dmh.mo.gov)

Chrystal Cole, MA  
Quality Improvement Specialist  
2201 N. Elm St.  
Nevada, MO 64772  
Phone: (417) 549-0316  
[Chrystal.Cole@dmh.mo.gov](mailto:Chrystal.Cole@dmh.mo.gov)

Carolyn Sullivan, MS  
Evidence-Based Services Specialist  
1706 East Elm Street  
Jefferson City, MO 65101  
Phone: (573) 526-0264  
[Carolyn.Sullivan@dmh.mo.gov](mailto:Carolyn.Sullivan@dmh.mo.gov)

Bobbi Summers, MS, LPC  
CMHC Specialist  
1101 Weber Rd. Suite D  
Farmington, MO 63640  
Phone: (573) 218-7141  
[Bobbi.Summers@dmh.mo.gov](mailto:Bobbi.Summers@dmh.mo.gov)

Heather Senevey, BSW  
Evidence-Based Services Specialist  
1706 East Elm Street  
Jefferson City, MO 65101  
Phone: (573)-751-0463  
[Heather.Senevey@dmh.mo.gov](mailto:Heather.Senevey@dmh.mo.gov)

Karen Will, MS, CCDP-D  
Certification Services Specialist  
1706 East Elm Street  
Jefferson City, MO 65101  
Phone: (573)522-6187  
[Karen.Will@dmh.mo.gov](mailto:Karen.Will@dmh.mo.gov)



## RESOURCES



### Center for Evidence-Based Practices at Case Western Reserve University

<http://www.centerforebp.case.edu/>

### Individual Resiliency Training (IRT)

<http://navigateconsultants.org/manuals/>

### Copeland Center for Wellness and Recovery

<http://copelandcenter.com/wellness-recovery-action-plan-wrap>

### Division of Behavioral Health Employment Services

<https://dmh.mo.gov/mental-illness/employment-services>

### ACT & IMR study

<https://>

[pub-](https://pub-med.ncbi.nlm.nih.gov/31478709/)

[med.ncbi.nlm.nih.gov/31478709/](https://pub-med.ncbi.nlm.nih.gov/31478709/)

### IPS Employment Center

<https://ipsworks.org/>

### Certified Peer Specialist

<https://dmh.mo.gov/mental-illness/peer-support-services>

### SSI/SSDI Outreach, Access and Recovery (SOAR)

<http://soarworks.prainc.com/>

### Missouri Recovery Network

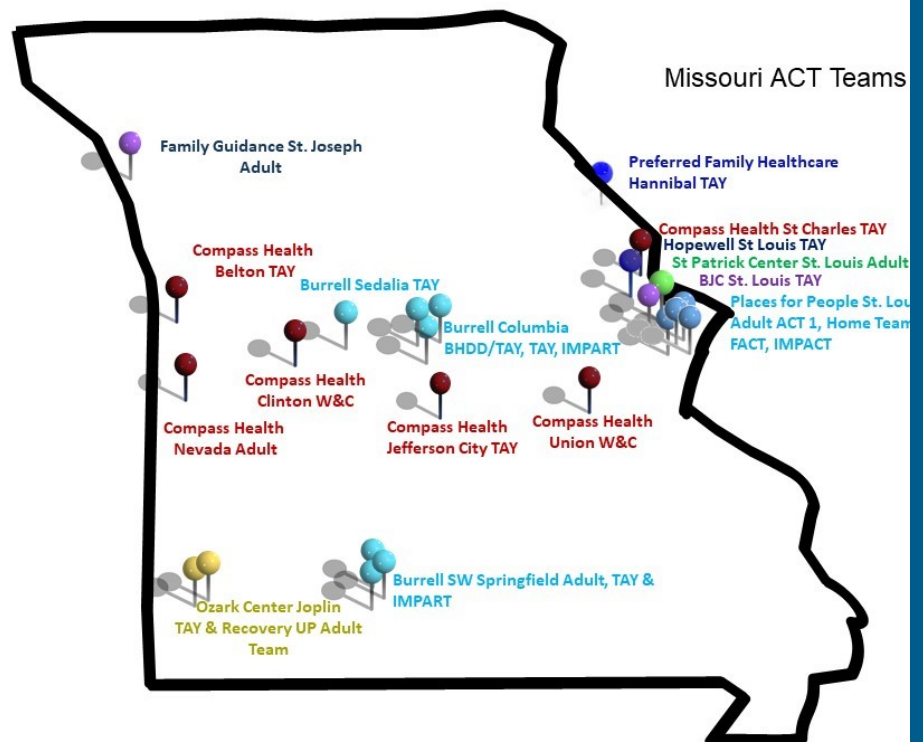
[www.morecovery.org](http://www.morecovery.org)

### Institute for Best Practices (TMACT website)

<https://>

[www.institutebestpractices.org/](http://www.institutebestpractices.org/)

[tmaact-fidelity.com/more-about-the-tmaact/](https://tmaact-fidelity.com/more-about-the-tmaact/)



## Missouri

Assertive Community  
Treatment Newsletter

Winter 2020



To access the free  
and downloadable  
**Supported Housing  
Toolkit** on the  
Substance Abuse  
and Mental Health  
Services Admin-  
istration  
(SAMHSA) web-  
site:

[CLICK HERE](#)

Take the free  
**SOAR**  
online  
training  
course by  
visiting

<http://soarworks.prainc.com/course/ssissdi-outreach-access-and-recovery-soar-online-training>

## Psychiatric Rehabilitation Activity-by Chrystal Cole

Psychiatric Rehabilitation is critical in order for individuals to live independently. It is in essence teaching, coaching, modeling and then fading these interventions as someone learns how to do the skill. It is important that you are also able to document any psychiatric rehabilitation with persons served so that you clearly demonstrate how it takes place. Below is a detailed activity to teach someone how to make hot cocoa and subsequent suggestions on how to document this intervention. The recipe used for this activity is also included below. The detail provided here helps us as providers understand the planning and steps needed in psychiatric rehabilitation to be successful. Often, more than one session is needed for one activity.

You may start out first by reviewing the recipe with them and ask questions such as what is needed before beginning. Questions about what utensils, pans, bowls and ingredients may be needed are essential. You can then start to help them learn how to make the hot cocoa. Teaching how to follow the recipe below, you may want to ask the individual to get their saucepan, and what they need to put in the saucepan first. If they seem to struggle in reading the recipe you may want to read it to them or tell them what they need to do. For instance, "the recipe says to whisk together the cocoa, sugar, salt and two tablespoons of milk." You may want to ask them if they know the difference in measuring spoons and also explain what whisking means. For example you could explain that whisking is using the whisk to stir those ingredients together until smooth like the recipe says.

You may also want to ensure they know what "medium" heat is. Some may not realize what "medium" is exactly and could turn the heat up too high. Medium heat on some stoves would be a 5, but other stoves could be a different number or may not have numbers but have low, medium, and high labeled. This level of teaching about the stove is important and why psychiatric rehab is most often taught in their own natural environment if possible. In this way also, this new skill about the stove can be transferred to other types of

activities.

Next you will want to instruct them to put in the rest of the milk and stir occasionally until hot. You may even want to define what occasionally would mean. For instance when it says stir occasionally you may want to stir it every few minutes to keep the milk from foaming. You might then instruct them to stir in the vanilla and cocoa. Then you would want to instruct them to carefully pour it into a mug and enjoy. Once you are finished you may want to ask them their impression of the activity and what they learned. You could ask them to repeat back some of the instructions. Below is an example of how to document the above psychiatric rehabilitation you did with this person served.

### Intervention

(Staff) met with (person served) to assist with the independent living skills involved with cooking. CSS brought a recipe of how to make hot cocoa and taught (person served) how to read a recipe and reviewed what she would need in order to make it. Together we ensured that the all the ingredients were available and then (person served) was coached step by step on how to mix the recipe and make the hot chocolate. CSS inquired of (person served) that the activity was for her and how the instruction went from her perspective including what she felt she learned from the activity.

### Response

(Person served) was willing to work with this CSS in making hot cocoa. She was very cooperative and followed each step as instructed. She said she learned a lot from the activity. She said she was not sure what whisking meant and that was something she learned. She affirmed that she felt like this was something she could learn to do on her own with other recipes.

This activity demonstrates that whatever the skill, individuals can learn something new and important especially pertaining to daily living but also the management of their symptoms, relationships with others, safety and other key areas of independence.



# Arts & Literature

Expression



Creativity

*During an appointment with an IMPART client:*

"My whole life I have been on drugs, and I have been in treatment after treatment after treatment. I mean I can graduate them and then go back thru, redo do em' and do em' back over again, nothing has ever been effective as IMPART. They actually come in, and they just don't touch like the edge of what you are doing. They come in and see your home and see your family. They see what you are doing. Its like, its like we grow a bond." She states, "And honestly, there are girls in this program that I do know, and they call me a lot and all the time and I tell them all the time 'Listen, take advantage of this program they are here to help you.'"

--This individual just had her fifth child, and this is the first time Children's Division has not been involved when the baby was born. She has custody of all five of her kids, her case with CD is closed and her kids are living with her.

*Quote from an IMPART Client:*

"I love this program." States the past program she had been in "fixed the outside but something was broken inside and that is the reason I kept relapsing. You guys are helping me fix the inside."

SUBMIT ART, POETRY, PHOTOS, TESTIMONIALS, SHORT STORIES, PHOTOS OF PAINTINGS, SCULPTURE, ETC. TO [LORI.NORVAL@DMH.MO.GOV](mailto:LORI.NORVAL@DMH.MO.GOV), WITH YOUR PERSONS SERVED PERMISSION AND WHETHER THEY WISH TO HAVE THEIR NAME AND LOCATION LISTED ALONG WITH THEIR ART.